

# **INFORMATION SERVICES**

## **POLICY COMMITTEE**

### **REPORT**

**November 9, 2006**

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# INFORMATION SERVICES

## POLICY COMMITTEE

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## **INTER-OFFICE MEMO**

**TO:** Information Services Policy Committee

**FROM:** Doug Thomas, Information Services Manager, Information Services

**DATE:** November 9, 2006

**SUBJECT:** Monthly Report

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### **SYSTEMS DEVELOPMENT PROJECTS**

**1. InterLinc eGov**

Classes for the advanced group of City/County Web Assistant III's, (27), were completed last month with the exception of a handful that needed to wait until after the elections. The Web Assistant I course work continues to be prepared with first classes planned in the January time frame. The WI-LINC Commission met as a group for the first time on 09/29/06. Doug and Terry are serving on various sub-committees for the next 90 days. The Nebraska Digital Government Summit to be held in Lincoln on 11/13/06 will feature a session on Wi-Linc's mission and goals. The InterLinc Partnerships RFP will be reissued due to lack of response. The current project partners contend that they were not notified or they did not recognize the post card sent by purchasing as something that needed a response. The RFP should be on the street again yet this month. The current contracts are in force until December 31st. Phase II of the InterLinc Action Center, (Ombudsman), is scheduled to begin 1st quarter 2007. A new ePay Parking option is being designed to allow the reloading of parking garage cards via InterLinc. Early ePay sales of swimming pools passes will begin this month.

**2. Parking Tickets**

No progress on the State NCJIS groups effort for real-time MVB access.

**3. Lancaster County General Assistance**

See ISPC status report and graph.

**4. County Attorney/Public Defender Case Management System**

See ISPC status report.

**5. Empagio Beta Project (Tesseract)**

Project planning for production implementation in FY07/08.

**6. ENTERPRISE One Upgrade (PeopleSoft)**

This complex effort was successfully implemented on 10/29/06. Final directory, space, and software cleanup efforts are ongoing. Finalized CNC training will be conducted by the end of the month. We are now on current and compliant releases of this software.

## **7. CMHC Project (Placed on Hold)**

The first delivered module of the CMHC project has been called into question and all efforts have been placed on hold until an outside review can be conducted on the required utilization of TRIM. I.S. had put into production the new Imaging Retrieve System and had begun the conversion of the Crisis Center documents as a foundational proof of concept project. This new system made the most recent client data and supporting documents available to both onsite and remote case worker's real-time, 24/7. I.S. had been working with Brian Pillard on the physical relocation of the balance of the records that would have utilized TRIM for record retention and retrieve purposes. On another note, the independent RHIO group is issuing an RFI for a joint Mental Health Case Management System. I.S. continues to monitor this group to make sure there are no redundant efforts taking place. No County dollars have or will be expended in Case Management until the direction of the RHIO effort is clear.

## **OPERATIONAL**

The County PeopleSoft AS/400 prime shift utilization in October was 10.51% compared to 9.24% in September. Disk utilization is 56.9% compared to 42.5% at the beginning of September. The increased usage is attributed to the system service we implemented in early September and the current project of upgrading the PeopleSoft application. Hopefully, some disk usage can be cleaned up now that the consultant has the upgrade in production.

The City Finance JDE AS/400 prime shift utilization in October was 10.93% compared to 8.61% in September. Disk utilization is 62.0%.

The Lancaster Manor AS/400 had additional disk capacity installed on Thursday, October 12th. We have installed the American HealthCare browser based front end and we installed the new Time Clock interface software on a second PC in the business office for backup purposes. Our current disk utilization is 35.8%.

The IBM z/890 Enterprise Server prime shift utilization was 53.33% in October compared with 52.76% in September. There were 2,827,419 CICS transactions executed which included 429,845 web transactions.

**PROJECT**

**REPORTS**

# COUNTY ATTORNEY/PUBLIC DEFENDER

## CASE MANAGEMENT

**Project Manager:** Mark Wieting  
**Analyst:** Jim Jambor

**November 9, 2006**

### **Project Description:**

The County Attorney currently has a case management system which was implemented as a main frame system in 1985. The Public Defender's system, also a mainframe system, was implemented shortly thereafter. Both systems have served well, and over the years have had many enhancements and changes performed. Both agencies would like to take advantage of new technology to assist in their management of cases and attorneys within the office. This would be especially beneficial in the areas of document generation and communication with clients, witnesses, defendants, victims, and other agencies. The new system should not lose any of the functionality of the current systems, should have the capability of sharing non-secured data between the two agencies, and add more capabilities such as word processing, email, and the web.

### **Current Events:**

**10/06 \*** DefenderData completed initial screens to display our data and we viewed them during a demonstration on October 6th.

### **Future Events:**

**11/06 \*** DefenderData would like a demonstration of our current system to see how it is being used. The plan is to give the new screens to both agencies sometime during November to begin receiving feedback.

### **History:**

**10/03 \*** System requirements were completed and approved by both agencies. The project was put on hold by the County Board pending funding issues.

**01/05 \*** Board approval was given to continue with the project, however, due to I.S. commitments to other projects, work will be delayed for several months.

**10/05 \*** Representatives from both agencies, plus Information Services were present for a demonstration of Justware from NewDawn Technologies. This is a packaged software product for case management for Prosecutors and Defenders. It has many very nice features, although, it lacks an evidence tracking module and a speedy trial calculator, which are two very important features that will be required in a new system.

**11/05 \*** The web shells were reviewed with staff from both the County Attorney and Public Defender Offices. Both agencies have expressed a desire to have I.S. write the new system using the web shells, provided it has the desired functionality. Of course, time and cost will also play important in this decision. We seem to have a new account representative from NewDawn. I am waiting to find out who will be our new representative.

- 12/05 \*** Our NewDawn Account Representative is John Wilkins. I have talked to him a few times and sent him our rules on speedy trial. I have asked for some ballpark pricing, but have not heard back from him yet. We met with Chris, Nick, and Terry to discuss the feasibility of some of the functions within the web shells. Although, some of this has not been done yet, the general feeling was that it could be done within the web shell guides.
- 01/06 \*** We had a demonstration of defenderData on January 25th. I think everyone who took part was rather impressed, enough so, that we have decided to pursue this a little further. We will be meeting in early February to decide what steps to take next. I will find out what the current operating costs for both systems are prior to that meeting.
- 02/06 \*** Both the County Attorney and Public Defender have created a list of additional questions for defenderData. I will be forwarding this on in early March.
- 03/06 \*** DefenderData has responded positively to all of our questions, saying they feel that they can do our customization under their no-charge policy. We had another demonstration of the system for a few people who were not present for the first one.
- 04/06** After another demonstration from defenderData, it was decided to pursue this system further. A data confidentiality agreement was signed by both parties, so we sent all of the file and record layouts, as well as complete data from the Public Defender's current system. As soon as the County Attorney agreement is received, we will send their data also. DefenderData will be converting our data to their database so that we may begin a test of their system.
- 05/06 \*** The County Attorney has drawn up their confidentiality agreement and it was signed by DefenderData. All data files from the County Attorney system were then sent so that they now have the complete set of data from both agencies.
- 06/06 \*** All data from both the Public Defender and the County Attorney systems was sent to DefenderData to be loaded into their database. After encountering some problems with the delimiter in our interface files, a new delimiter was used and all data was successfully sent to their server.
- 07/06 \*** DefenderData continued to load our data into their database. No other action was taken on this project.
- 08/06 \*** DefenderData continued to load our data into their database and should be completed early next month.
- 09/06 \*** DefenderData finished loading the data into their database and began screen changes. Workload prevented them from moving very far on this project.

# Community Mental Health Center

**Project Manager:** Jim Walkenhorst

**November 9, 2006**

**Senior Analyst:** Chad Peters

## **Project Description:**

The Community Mental Health Center (CMHC) in Lancaster County Nebraska intends to implement a complete Mental Health practice technology solution. The solution will be used by all CMHC employees to support the strategic and operational focus of the organization.

The solution will support core activities of CMHC operations including scheduling resources, tracking client services, ability to determine capacity of service, integration of services and expenditures to cost justification and accounting systems, and support core competencies in the best industry practices.

Individual programs are to be supported from base or additional systems components where client data, notes, and prescriptive data is collected. Integration is needed between the following programs: Crisis Center, Rehabilitation Programs, Medical Services, Residential Services, Home & Special Needs, Community Living Services, Outpatient Services, and the Partial Hospitalization Program.

The Administrative and Business Office data needs are detailed, as well as, aggregate. Primary sources of data are needed to continue accreditation practices, assess liabilities, and monitor cash flow.

The system must have all of the inherent qualities of an organization which strives to maintain the highest level of accreditation available. The CMHC organization has already achieved and maintains accreditation from CARF. It is the desire of CMHC to continue operating with the best practices, offer superior care, and meet the demand of an ever changing population.

The development of this comprehensive system will be managed in a series of project phases which will be funded individually over the course of three budget years. The first phase will be focused on core system components used for all phases and to maximize technology to gain efficiencies and physical space. The following phases will be determined in the future so that a coordinated solution will be developed to work with the community RHIO project.

## **Current Events**

**10/06 \*** The implementation of the systems components for the Crisis Center has begun. Crisis Center imaging has started with Records Management. CMHC has also committed to move historical documents to Records Management for long term storage and the tracking of the documents in the TRIM database. The project has been placed on hold due to new involvement and project review by the County Deputy Chief Administrative Officer.



**Future Events:**

- 11/06 \*** Anticipate the continuation of the project implementation at the Crisis Center. Also, begin implementation planning for the Center Service Programs. Help the facilitation of physical historical document movement from CMHC basement “archives” to Records Management.

**History:**

- 01/04 \*** Community Mental Health Center Request for Proposal is completed.
- 04/04 \*** Proposal for project funding for budget year 2004-2005 was denied by the County Board.
- 09/04 \*** Lotus Notes is implemented for administrative staff.
- 04/05 \*** Proposal for project funding for budget year 2005-2006 was denied by the County Board.
- 04/06 \*** Proposal for project funding for \$113,000 for the budget year 2006-2007 was approved by the County Board.
- 06/06 \*** Community Mental Health Center funds the first project for phase one development to create an imaging system and use TRIMS with Records Management to handle thousands of client files and take the first step to a paperless environment.
- 07/06 \*** The design and development of the imaging system begins. The initial file/folder structure is determined and the core web shell presentation programs have been written.
- 08/06 \*** An Initial imaging system walk through was performed. Work flow issues are being addressed. Structural changes to programs and the database are in progress, as well as changes to the folder/file design. Retention policies are being revised to cut back on the number of client files that Records Management will ultimately process. Proof of concept and JAD sessions continue. Transcription process is being reviewed and products to automate the process are being considered.
- 09/06 \*** The application programming and systems demonstration has been completed for the Crisis Center. Plans have been made for an implementation within the Crisis Center. Staging is being discussed for the storage of hard copy files at Records Management for first floor and basement Center service programs files.

# GENERAL ASSISTANCE

**Project Manager:** Scott Zimmerman  
**Analyst:**

**November 9, 2006**

## **Project Description:**

This is a rewrite of the current Lancaster County General Assistance system which was implemented in the Fall of 1994. Over the years, the use of the system has expanded beyond the original scope of the project which was to track assistance requests and payments. Although, this is still the major piece of the system, it needs to be expanded to include measures to assist with client eligibility, outstanding bills, paid bills, improve communication between the six or seven agencies involved in the GA process, attempt to prevent fraudulent claims, and try to detect abuses of the program. This system will make use of CICS web shells to take advantage of the remote user capability.

## **Current Events:**

**10/06 \*** The General Assistance monitoring program was put into production on October 19, 2006. Some last minute changes caused this project to go slightly over budget.

## **Future Events:**

**11/06 \*** None

## **History:**

**10/05 \*** A requirements process was performed by interviewing participants of the G.A. program. The requirements were completed and presented to the G.A. monitoring committee on October 4<sup>th</sup> with an estimate of \$42,575. This was approved and passed along to the County Board where it was also approved.

**11/05 \*** The new tables for the G.A. system were created and conversion programs were written to populate the new tables.

**12/05 \*** 80% of the panels have been designed for the system. Programming will start as soon as the design for the rest of the panels is completed.

**01/06 \*** The initial panel design has been completed and the programming phase has begun. After an internal review of the panels and system design, a few minor changes will need to be addressed before the programming can begin in full force.

- 02/06** \* The initial programming phase has been completed for five programs and will continue for the remaining programs. A few minor database design issues still need to be addressed.
- 03/06** \* The initial programming phase has been completed for all programs. The business rules still need to be added to each program, as well as the navigation from panel to panel. A few minor database design issues still need to be addressed.
- 04/06** \* The initial programming phase has been completed for all programs, except for two. System testing will begin with customer testing and training to follow. A couple of minor database issues still need to be addressed.
- 05/06** \* The programming phase has been completed for all programs. System testing will begin with customer testing and training to follow. Some batch program changes will still have to be made, but this effort is minor.
- 06/06** \* The programming phase has been completed for all programs. System testing will begin with customer testing and training to follow. Once training has been completed, the implementation plan will have to be discussed.
- 07/06** \* The programming phase has been completed for all programs. System testing has begun, as well as customer testing and training. Once training has been completed, the implementation plan will have to be discussed.
- 08/06** \* The programming phase has been completed for all programs. System testing has begun, as well as customer testing and training. Once training has been completed, the implementation plan will have to be discussed.
- 09/06** \* The programming phase has been completed for all programs. System testing has begun, as well as customer testing and training. Training schedules are set with the implementation schedule for October 20, 2006.